2011 Annual Survey Results for Information Services

Total number of results received.
66-Respondants (52-last year)

How often do you need Information Services to resolve a problem?
8-people (12-percent) said "1-2 times per year" (5-last year)
25-people (38-percent) said "3 to 5 times per year" (24-last year)
33-people (50-percent) said "6 or more times per year" (23-last year)

How long does it usually take to resolve your problem?
12-people (18-percent) said "Immediately" (10-last year)
54-people (82-percent) said "Within a reasonable time frame" (42-last year)
0-people said "Eventually" (0-last year)
0-people said "Never" (0-last year)

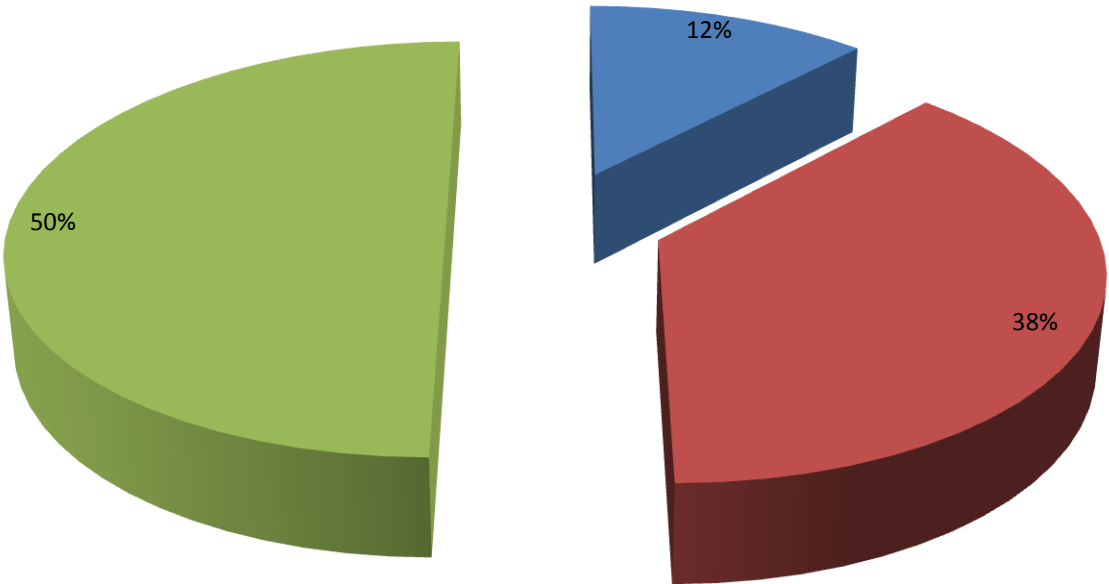**What is your overall opinion of the Information Services Department?**
32-people (49-percent) said "Top Notch"
32-people (49-percent) said "Better than expected"
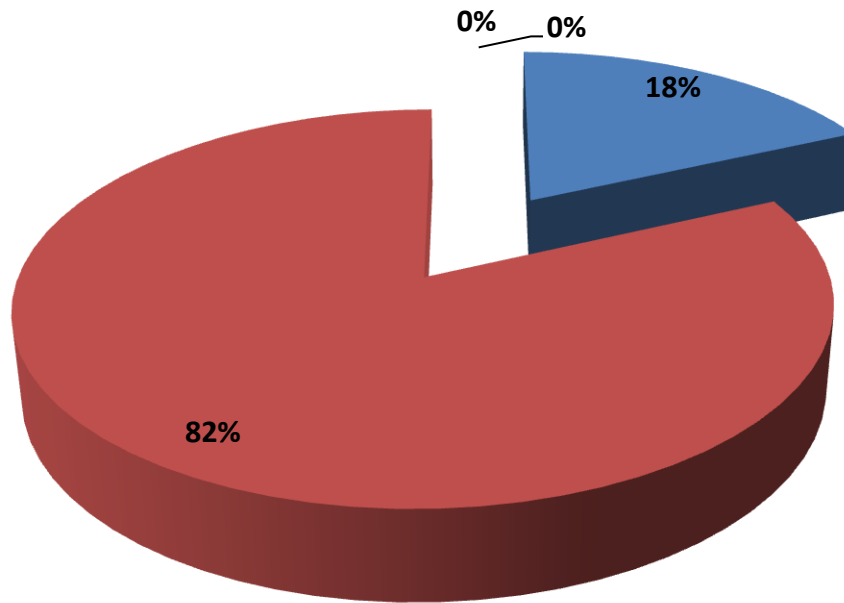2-people (3-percent) said "Less than expected"

How often do you need Info Srvcs?

■ 1-2 times / year   ■ 3-5 times /year   ■ 6+ times / year
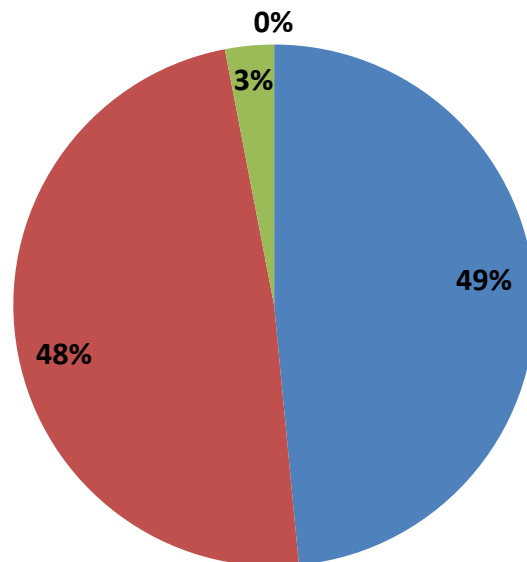
12%

50%

38%

When is your need satisfed?

■ Immediately ■ Reasonable Time ■ Eventually ■ Never

0%   0%

18%

82%

Overall Opinion of Department

■ Top-Notch ■ Better than expected ■ Less than expected ■ The worst

0%

3%

49%

48%

Note: The following comments have only been altered in the following way: All names have been replaced with XXXXX. No other changes have been made to accommodate for spelling, grammar, or other types of errors. All results have been included.

QUESTION: Last year, it was suggested that we add support for Android phones and eliminate Novell. Do you have any suggestions of new items to improve our computing experience?

- Yes a couple actually. First, I asked XXXXX many moons ago about sharing a labelmaker w/ co-workers versus wasting money to just buy a new one for myself. Didn't see the need when we already have two in customer service. I need it once or twice a month and I have to go to someone else, interrupt whatever they are doing and get them to print whatever label I might need. XXXXX insisted that the County could not share printers like that because the traffic would dramatically increase and slow down the network. I can't imagine allowing that for a handful of users that may ask would slow down the network. Second, it would be nice to have wifi access in the 2nd floor conference room. It is used daily and I know it would be pretty inexpensive to install and once the initial investment is made, it wouldn't require any additional capital or work so it would pay for itself in no time.
- Thanks, it allowed me to reply to this
- Nothing at this time.
- Not really.
- Not at the moment.
- None - my knowledge base is very limited
- None
- none
- no
- No
- No
- No
- No
- N/A
- N/A
- n/a
- N.A.
- MUNIS.....
- I know the IS department just upgraded to Office 2007 here in the year of 2011. I am curious as to why Office 2007 was not skipped and go straight to the current version Office 2010? My first guess would be cost, but it seems we are up to speed and current on most everything that is on the cutting edge, but it seems we always lag behind in our versions of Microsoft Office.
- I feel this was a great improvement for the county.
- find a outside vendor to take care of the pbx

- County Intranet Pages where organizational forms can easily be accessed. For example, the finance dept could load the latest travel reimbursement forms. When an employee needs it, they could access the intranet site to make sure they have the most up to date form. This would eliminate the burden on individuals to ""keep up"" with the latest forms, etc. Some other examples would be: Personnel Handbook, procurement policies, computer tips, etc. It would need to be organized in a way that it items were easy to find.
- Create a ""County-wide"" Shared calendar that post holidays, EAC activities, birthdays, deadlines for time cards/accounts payable, board meetings, etc.
- Integrate address book contacts to the phone system, so when you look up a number in your contacts, you can have the system automatically dial the number.
- Virtual secure storage space where employees could load documents so they can easily be accessed from any location with an internet connection.
- All I can say is thanks for all a Great Job!
- Add support for the Blackberry phones
- add iPhone support if you haven't already, several of us are moving in that direction soon...
- I don't know the technical term, but I would like to see move to a centralized back-up or ""cloud"" type computing? If that makes any sense? One secure location, whether it server or web based, where you could store, and back-up, software, profiles, documents, projects, pics, etc. that could accessed from any computer. this would eliminate the need to keep a personal back-up when you are moving between multiple computers and working from different locations. This would probably be very expensive.

QUESTION: Microsoft Exchange has recently replaced GroupWise. Please tell us your feelings of the new e-mail system.

- Well.....it is not GroupWise and I miss that. I guess it will just take time and getting use to to know what I really am doing and not having to guess and click all kinds of buttons until I finally figure it out.
- Very good!!!! Great choice
- Very good
- Undecided, I'm still getting used to the changes.
- Took some getting used to, especially with setting up groups and activating contacts. Still a work in progress.
- The new e-mail system is working out fine for me.
- The new e-mail system is ok. I actually prefer the old system.
- Takes a little getting use to, but it appears it will be as good as or better than GroupWise.
- Still new and learning. I wish OWA connected with the full version
- STILL LEARNING
- STILL GETTING USED TO IT.
- Since Microsoft Outlook has been installed it is fine, OWA was difficult to work with
- Right now, I have to say that Groupwise was a much better e-mail system than Microsoft Exchange. It still seems there are a few bugs to be worked out.
- Outllook is comparable to Groupwise. Better in some ways.
- Or computers operate much better now that novell and groupwise are gone. Exchange works very well.
- Once I got use to it - no problem
- Ok! Not completely sold on it yet. Old habits hard to get rid of! The more I look at it and use it, the more comfortable I become. I liked the way Groupwise handled Spam email going to the Quarantine File where we had the option to open or delete. Some "crazy" emails seem to go to the new Spam email system (I didn't see all this kind of stuff with Groupwise even in the Quarantine Folder). It really worries me about viruses etc.
- ok
- Nothing was really wrong with Group Wise. Unfortunately, all of the contacts were deleted when the switch occurred, making it more difficult to use e-mail.
- Not thrilled with it, but it's better than Groupwise.
- No major problems
- New E-Mail System is user friendly and Thanks.
- Microsoft Exchange seems adequate I guess. I thought Groupwise was also but I'm "old school" and apprehensive about change.
- MICROSOFT EXCHANGE IS OK. I LIKED GROUPWISE BECAUSE IT WOULD NOTIFY YOU WITH A POP-UP NOTICE NOT A LIGHT COLORED FLEETING NOTICE THAT YOU HAVE AN EMAIL. I ALSO LIKED THE ENVELOPE AT THE BOTTOM OF YOUR SCREEN AS A REMINDER.
- Love the new e-mail system

- Love Microsoft Outlook Program!
- love it, now that we have outlook
- Like it very well so far. Much easier for remote users to utilize.
- Learning curve is all
- Just like any change...it takes some getting used to but am sure it will be fine....and I am already feeling comfortable with the new system
- It's not a system that I use all that much, so I feel that I do not totally understand it and there are some things that I still haven't found or know how to use on it at this time. Would like for it to stay up at all times without having to sign in everytime for use and would really like to figure out the "notification" part of it so I do not have to sign into it everytime I just want to see if I have a new e-mail.
- It's like anything else, you just have to get used to it. I liked GroupWise just fine, but I am ok with Exchange too. I am still learning . . .
- It's Great!! Are there any plans to make offsite locations local? It would be great to be able to attach files to emails within office programs. To my knowledge this is not possible with the online email version.
- It will take some time to get used to it but so far I think it is great. A great step foward. Thanks for the upgrade.
- It took a little while to get used to, but I seem to like it better than Groupwise so far.
- It is good.
- It is good.
- It is a lot better than groupwise. The only thing that I see may need to be looked at is E-mail notifications-it does not do it all the time. Is it the settings?
- It is "just okay"; not extremely fond of it!
- i think that it was much easier the other way but its still fine
- I think it is great.   Will like it even better when I can master all of it capabilities.
- I think it is good!
- I think it is fine.
- i think it is better than before
- I preferred GroupWise. All the SPAM that is received that has to be deleted is a nuisance.
- I love it!
- I liked Groupwise better myself.
- I like the added features of Outlook and the fact it easily integrates with other Microsoft software. OWA was not a good choice for everyday use, but good for an occasional need when accessing email remotely. I am learning of new uses of the email/calendar/reminders on a regular basis.
- I like it.
- I like it
- I like it
- I have a preconceived notion that anything Microsoft produces is far superior to anything Novell/Groupwise could ever dream of creating. While I am a true Microsoft fan to the bone, I

must admit when the switch took place to go to OWA I was less than pleased at the OWA options, performance, etc. However, since switching to a full version of Outlook I cannot be any more pleased. I humbly believe this is a change that should have been made close to a decade ago. Thanks for making the change and moving the county in a forward direction.

- I had gotten quite confi with groupwise and I'm getting better with Exchange but I still have a long way to go.
- I don't like it..I know we couldn't keep the old one, but it was much better.
- I did not like the OWA compared to GroupWise. GroupWise looked a lot nicer and was easier to use, but the full Outlook is just as good or better than GroupWise.
- I did not like Microsoft Exchange but I am becoming more comfortable with Microsoft Outlook. To be honest, I would prefer that we had kept GroupWise.
- I am liking it more and more. I was never a fan of Groupwise.
- Had difficulty at first but now adjusted to new system. Miss some of the GroupWise features, but as I learn this new Microsoft Exchange, I'm sure that I will adjust.
- Great
- Enjoying it very much. Would like more information and training on archiving & retrival of e-mails if possible.
- Didn't care much for OWA, but I love Outlook. Yeah you can't tell when they open an email, but before Groupwise, I never had that feature anyway.
- As far as ease of use and abilities - I preferred Groupwise much more.

QUESTION: The I.S. Department has made a number of significant upgrades this year. Were you pleased with the way these changes were made? Do you have suggestions how we can do a better job with future upgrades?

- Yes. No.
- Yes. No
- Yes, no suggestions
- Yes, No
- Yes, job well done.
- Yes pleased. Not really on any suggestions for now.
- Yes I was very pleased
- Yes I was pleased with the changes, and I have no suggestions concerning future upgrades.
- Yes
- Yes
- very pleased with the upgrades   you guys do a great job
- VERY PLEASED
- very pleased
- Upgrades were smooth.
- Upgrades to the servers really helped with some outstanding issues.
- Upgrades are always a pain for the most part - it is the "nature of the beast". Everything has been for the better and I appreciate all of your hard work.
- The upgrades were handled well.
- The upgrades were handled very efficiently.
- The system is better with the latest upgrades. It was always a sticking point with me that we would buy new computers with old software. I am glad that we are purchasing the latest operating system, etc.
- The only down-fall I have with upgrades are do to the fact that if the upgrades are done during business hours it tends to slow our computers down highly and with working on the front line of the Treasurer's Office and dealing with the public on a "walk-in" situation, it slows down the line and in-turn makes the customers mad and harder to deal with as if paying taxes isn't bad enough.
- The email upgrade was horrible but the others have been fine. The phone system still is less than desired in that long distance calls won't go through at times.
- Terrific job!!
- Sometimes upgrades or changes done with no warning. Someone just shows up and states they need to make some changes to your computer without coordination. More communication would help. An example was no advance warning the "G" drive was going away and the "M" drive was taking it's place. Created some small problems because it wasn't seamless.
- SOME WERE BETTER - THANK YOU. SOME WERE NOT.
- Smooth
- Seemed pretty smooth.
- Pleased i think yall work hard and do a good job
- Overall, I've been pleased with the changes made. I don't really have any recommendations to make primarily because my computer use is limited due to the fact that I work outside everyday and I'm just not that familiar with the computer field.
- My office received new computers several weeks ago. This was probably one of the smoothest upgrades/swaps that I have ever experienced. Normally it takes days to get back up to par after an upgrade/swap and countless problems getting all of the kinks with a new system worked out.

However, your Team handled this matter with great speed and professionalism. You have an excellent system of upgrading going, please keep up the good work.

- Most were totally worthless or detrimental as far the ability of us to do the work here in an efficient manner. Office 2007, particularly Word, is riduculously too complicated and includes features that have no discernable value to anyone not in the book, newspaper, or magazine publishing business. It now takes about twice as long to type a regular document or letter because of all of the absurd options that Word offers . For most of the features added, there are probably less than 1% of users who will ever utilize them for any reason whatsoever. Quit making updates that serve no purpose except to waste time and energy and reduce efficiency.
- It all went well!
- If upgrades don't help, why bother?
- I.S. has kept us informed with the upgrades and always ready to help when we have problems.
- i think you all did a great job in preparing us for the changes
- I think the Department has done a great job in processing the upgrades with minimal disruptions.
- I do not think the upgrade/change to the email system was handled properly. We were ask to attend a short class to learn all the new features, etc. and then GroupWise was replaced shortly thereafter. Then a week or so later, without notice, IS employees came around to load yet another change. I feel that notice should have been given as to the second change instead of having an IS employee suddenly show up saying that they have to change the email system once again.
- I am very pleased with the way the IS department had moved foward. Thanks for all your hard work and the progress you have made.
- I am pleased.
- I am pleased with the manner changes were made.
- I am pleased
- Great Job!!
- Good job in the conversion I thought.
- Good job
- Excellent communication
- Everything seemed to go fine. Training was good prior to getting the new upgrades etc. I had one issue where my printer wasn't compatible with the new computers and I was without a printer for 2 weeks (took time to transfer money, order, install etc.) Maybe inventory present equipment compatibility prior to install and if necessary order new printers etc. ahead of time (or at least be aware that it probably will not work).
- Can't say that I was ""pleased"" but basically satisfied with changes. Suggestions for the future: A little more communication about what the changes actually are and what is involved. Example: Do not remember receiving any notification about the elimination of the G Drive and the implementation of M Drive.

QUESTION: Final thoughts: Use this section to provide any additional comments.

- Your people are so nice to work with...Even the new one.
- You only have two people working for you that have the knowledge and the enthusiasm to help. XXXXX and XXXXX
- XXXXX, over the past year since you have taken over as leader of the I.S. department I have seen what appears to be a breath of fresh air sweep through that department. You have truly instilled a TEAM approach in solving problems, making changes, and getting the work accomplished. Your top notch staff handles matters with a sense of professionalism that is second to none. Thank you for leading your department to unlocking the true potential everyone knew your employees had in them! Please keep up the good work!
- Would like to thank XXXXX XXXXX for assistance with EZ Webpage and would appreciate some formal training in maintaining webpages.
- We had our computer taken to your office for virus upgrade and when the computer was returned all data was lost.
- UPGRADES ARE FINE IF IT HELPS OUR SYSTEM TO BE MORE EFFICIENT. IF IT CAUSES PROBLEMS, IT IS NOT ALWAYS FOR THE BEST. WITH ALL THE INFORMATION THAT HAS TO BE ENTERED INTO THE SYSTEM, ANY AMOUNT OF DELAY CAN CAUSE GREAT PROBLEMS, STRESS AND STRAIN.
- The only recommendation I would add is to always have good communication with everyone on what's being done. I think for the most part this has happened, especially when it mattered most. Not as much on the small stuff, like the new ""M"" drive, I didn't know what was going on until I called I.S. because I couldn't get into any files. An email just letting us know that morning what going on would've been great. Final thought....I think we are light years ahead of where we were just a couple of years ago.
- The IS Staff works hard to help our office. Always friendly and willing to help. Change is tough sometimes but the new computers & upgrades seem to be fine.
- The IS department, often, is less than professional. I feel this can be said about all of us at times but with the exception of XXXXX, the members of the IS department tend to be less than professional at times.
- The IS Department has definitely changed for the better compared to a couple of years ago, but still yet, has room for improvement. Not everyone is "computer literate" or has all the anwsers (if so, there would be no need for an IS Department), yet that vibe is still felt from time to time from the IS Department. There have been times that I have been made to feel that my questions or concerns were insignificant and/or petty and were not addressed promptly or at all! From time to time, I felt that I had to research or resolve an issue that should have been the responsibility of IS.
- The I.S. Department has always been eager to help me with computer problems. They are doing an excellent job!!!
- The employees of the IS Department are friendly and knowledgeable and when assistance is needed they respond quickly and effectively.
- The county needs to address the replacement of older hardware. Funds continue to be cut from departmental budgets. A plan to address this issue would be helpful. Thanks for the attitude of the employees, a very nice change. Good job.
- Thanks to entire IT team. There has definitely been an improvement in customer service and the willingness to help us "get to where we want to go" and not like it use to be where the response was "why we can't do it."

- Replacing equpment or seftware that is doing a good job makes no rational sense. Someone should test out new upgrades to see if they are better or worse than what is already being used. If a change does not result in any increase in productivitiy or efficience, it should be rejected.
- Please give notice in the future before entering an office to update software to schedule a reasonable time
- Overall, I feel the IS Department does its best to resolve problems in a timely matter when they arise.
- none
- No other comments.
- N/A
- More than one person should be trained to handle Munis problems, but overall the staff does an outstanding job.
- Keep up the good work.
- Keep up the good work
- Just sometimes i dont think it completely neccessary that everything run directly through the entire chain of command. If there is someone in there that previously was consistently fixing something it should continue the same way. Sometimes things can change for the good but sometimes also for the bad.
- IS Dept has improved substantially from a couple of years ago, but still sometimes get the old standard answer of "it cannot be done" when you know it hasn't been looked at or after you look at it yourself, you figure out how to do what you were told "cannot be done". Would rather get a "straight" answer of "I will look into it later when I get more time" or "we want to do it this way because..." rather than the old standard answer you later find out was not true. On occassion or a bad day in IT Dept you get the impression you are being an inconvenience to IT staff for asking questions when you feel it is their job to help with computer issues to help you better do your job. Plus if something computer related goes wrong you know IT will hold you responsible for not asking to start with, even for questions IT may consider basic.
- If I could wave a magic wand and make time abundant for everyone, I would make this wish: That IS personnel could solve some of my problems in situ as opposed to me having to drag equipment up to the administration building. Some problems seem to be manifest locally or easily repaired if the technician could see what was going on in person. However, since I can't wave a magic wand, and since time is not abundant, I will comment that I do like the VPN option and the readily available assistance I've gotten via that means... Oh, and for the record, your new guy, XXXXX XXXXX, is following right in XXXXX XXXXX's footsteps - giving great support and doing all he possibly can to make our computing experiences more productive. Congratulations on finding and hiring a service oriented employee like XXXXX!
- i think is does a great job at solving problems when the come up,
- I think everyone in your department does an excellant job. I'm really impressed with their knowledge and technical skills.
- I really appreciate the job that the I.S. Deptartment does and the help that you all provide.
- I know this doesn't fall under computer issues, but the phone issues continue. Sometimes the long distance works and sometimes it doesn't.
- i know it has been a problem for awhile but we need some more bandwidth or something to help us out here at the service center. slow connection and the phones don't work more than they do.
- I have had the oppunity to work with all members of IS this year and you all are top knoch. I don't think we could ask for a better response and assistance you give us all. A pleasure to work with you all. Thanks!

- I have enjoyed working with the IS department more than ever in the last year. I never hear what the problems are that keep something from happening anymore - just what solutions are available.
- I have always had a good relationship with IT. The only thing that I would add is there seems to be too many hands in the cookie jar. Too many people want to call IS directly and not follow proper protocols. I don't get upset, but when someone does this it causes more confusion than it is worth. Problems could have been corrected by this department first or we would have a better understanding to call IS before most would; excluding those that do have computer skills so to speak. Not really complaining, but expressing the need to follow protocols as much as possible, eliminating the middle man!
- I feel the IS team is wonderful! I also feel so fortunate that all the people in the IS department are here to help us. They all are very professional and they NEVER make me feel stupid because I don't know how to do something or I have just plain forgotten something. I personally have a degree in Marketing and I can get around the computer pretty well, but since I don't have a degree in computers, it has been so comforting knowing that all IS employees are trained computer personnel and I don't hesitate to call the IS department at all. They all are very knowlegeable and it has been great having them assist me. Keep up the great work!!! I really appreciate you all!
- I am well pleased with the IS Department!! All my needs are promptly addressed. I may not like all the changes, but understand that they are needed and are being implemented to improve the system.
- As someone who must frequently call on IS for technical assistance, I have always received prompt, professional service from all members of the department....and when you feel humbled about having to request assistance it certainly makes you feel good when you receive good "internal customer service". One thing to possibly consider would be a ""Tip of the Week"" communication that could share information about tools on our system that could be beneficial to us....once the ""mystery"" is revealed....just to bump up our learning curve to maximize all the system could be doing for us. Thanks for the job your department does for us...